

# LONG TERM PAVEMENT PERFORMANCE PROGRAM DIRECTIVE



*For the Technical Direction of the LTPP Program*



**Program Area:**    **General Operations**

**Directive Number:**    **GO-11**

**Date:**    **August 4, 1998**

**Supersedes:**    **NA**

**Subject:**    **Limitation on Technical Support for LTPP Data Users**

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This directive specifies limitations on the amount of resources to be expended by LTPP contractors providing technical support to LTPP data users and establishes a technical support resource tracking mechanism. LTPP encourages the use of its data and intends to provide a reasonable amount of support in helping users obtain and understand the information. This support includes identification of data sources, provision of data, interpretation of data and explanation of collection methodologies. Technical support as used in this directive includes only the last two items.

Users get data through a request to the Customer Support Service Center (CSSC), from DataPave, or from the LTPP database web site. Providing data along with determining the existence of certain types of data within LTPP is normally tasked to the CSSC. The procedures followed are in the *LTPP Customer Support Service Work Guide*. LTPP has a considerable volume of information besides the Information Management System (IMS). The CSSC is expected to discuss data acquisition efforts which will exceed two hours with appropriate LTPP personnel.

DataPave and use of the web site are free. A nominal charge for other data is assessed individuals not employed by or under contract to state or provincial agencies, nor under contract to LTPP or a LTPP sponsor. The amount covers the cost of media and assumes approximately eight hours of effort in acquisition and general support over the following year. Additionally, data will be replaced when LTPP determines they are in error or a recommendation by the CSSC to omit part of the data originally requested was invalid. DataPave installation issues and training about DataPave's use is the responsibility of the LTPP Implementation Team's DataPave Squad. Technical support of data in DataPave and on the web is coordinated through the CSSC.

Interpretation of data and explanation of collection methodologies requires in-depth knowledge of LTPP information and familiarity with a variety of reference materials, not all of which are current. The effort involved may be minimal because it is a frequently asked question or can be

resolved by identifying the appropriate references, or it may require considerable research due to its complexity or the time elapsed since the data were collected. Support of State and Provincial agency personnel in this area will continue to be tasked primarily to the Regional Contractor's Office Coordinators for resolution according to their established procedures. For all other individuals<sup>1</sup> requesting interpretations or explanations the following procedure will be implemented effective August 10, 1998.

Responses to all queries will be logged with a summary of the issue, the response and the amount of time involved and other administrative details. The summary of the issue will be specific on the question. The notation "Monitoring data query" is not sufficient; "FWD sensor spacing" is more informative. Similarly concise and yet informative notes should be made about the response, particularly where no other written record is required. The amount of time will be recorded to the nearest half hour. The records will be maintained in Tracker. The required information is Request Number, Date Received, Date Completed, Requestor, Requestor's Organization, Issue, Response, Documentation, and Time Spent. If the request for support is not received from the CSSC, the request number will be provided by the CSSC on receipt of the log. Documentation is a Y/N indicator to indicate if a written response was prepared. Additional columns may be added to serve other tracking needs. A record of responses is to be forwarded to the CSSC quarterly.

Simple queries which can be answered in under an hour will be addressed promptly. No record besides the log will be required.

If the individual tasked with providing the response believes that it will take more than an hour to prepare the reply, they will ask the user to put the request in writing. A copy of the query and the response are to be forwarded to the CSSC no later than the submission of the relevant log. Responses should be provided in WordPerfect 6.1 where possible. Attachments should be clearly identified in the response if it is not feasible to put them in electronic form.

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<sup>1</sup> All other individuals includes LTPP and other FHWA contractors, contractors to highway agencies, National Cooperative Highway Research Program (NCHRP) contractors, FHWA personnel not on the LTPP team, educators, students, consultants, and LTPP's international partners.

If it is expected to take more than two hours to answer questions the individual<sup>2</sup> responding will tell the requestor that LTPP policy normally limits support to two hours per year. The year of support starts with provision of data or materials (including DataPave) or the receipt of the first question, whichever comes first. Time spent by both FHWA and contractor personnel is counted towards the two hours. If a user still requests support in excess of two hours, the user must discuss it with FHWA directly. The user should be referred to the COTR whose contract will cover most of the work. Contractors will not begin work without confirmation from their COTR. If the work will be done by FHWA staff, they should discuss it with the Program Manager.

The CSSC will create a file of the written queries to generate a list of frequently asked questions for the information of other users. The list should be updated quarterly. Additionally, the queries and responses will be posted electronically as directed by the Program Manager.

The CSSC will keep a running total of the amount of time spent on individual users other than personnel in state and provincial agencies. The CSSC will keep individuals assisting with customer support informed of time already spent when they are asked to do work.

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<sup>2</sup> This individual is the designated lead on the response and may be an LTPP contractor or FHWA staff.